

State 9-1-1 Compliance

State of Arizona – AZNet/ASET

Project Investment Justification (PIJ)

8/17/2022



Agency Vision

Be the IT leader for Arizona government, providing innovative and transformative services.

Agency Mission

Deliver forward-thinking and secure IT solutions to state agencies.



Team Introduction

Roles Present at ITAC

- Jake Sterling - IT Sr. Project Manager - *Project Manager*
- Steven Jenkins - AZNet Director - *Service Owner*
- Paul Koppen - Infrastructure Architect - *Technical Lead*
- Suzan Tasvibi - ADOA Chief Operating Officer - *Sponsor*
- Lumen & 911Inform - *Vendor, Integrator and Subject Matter Experts*

Project Introduction

Stated Operational/Business Issue

- Legislative Gap
 - Kari's Law - no dial out code/prefix
 - The Ray Baum's Act - dispatchable, actionable location
 - Remote Workers
- Safety

Benefit to the State Agency and Constituents

- Kari's Law - Ease of access and usability
- The Ray Baum's Act - Effective and precise emergency response
 - Connecting first responders with accurate dispatchable locations
- Achieve compliance
- Geofencing - additional layer, also protects state visitors
- Save lives!

Overview of Proposed Solution

911Inform Location Discovery SaaS Solution (LDS)

- Enhanced situational awareness
 - Maximum flow of crucial, relevant and near real-time location information
- Reduced response times
- Clearer communication

Implementation

- Integrates with PBX and a client for Jabber and Genesys Phones
- Deployed through Tanium or Manually through Agency IT departments
- Delivery to the correct PSAPs through RapidSOS

Project Responsibilities

Identify Proposed Solutions Responsibilities

Agency

1. Provide Key Info
2. Approve digitization
3. IT collaboration

Shared

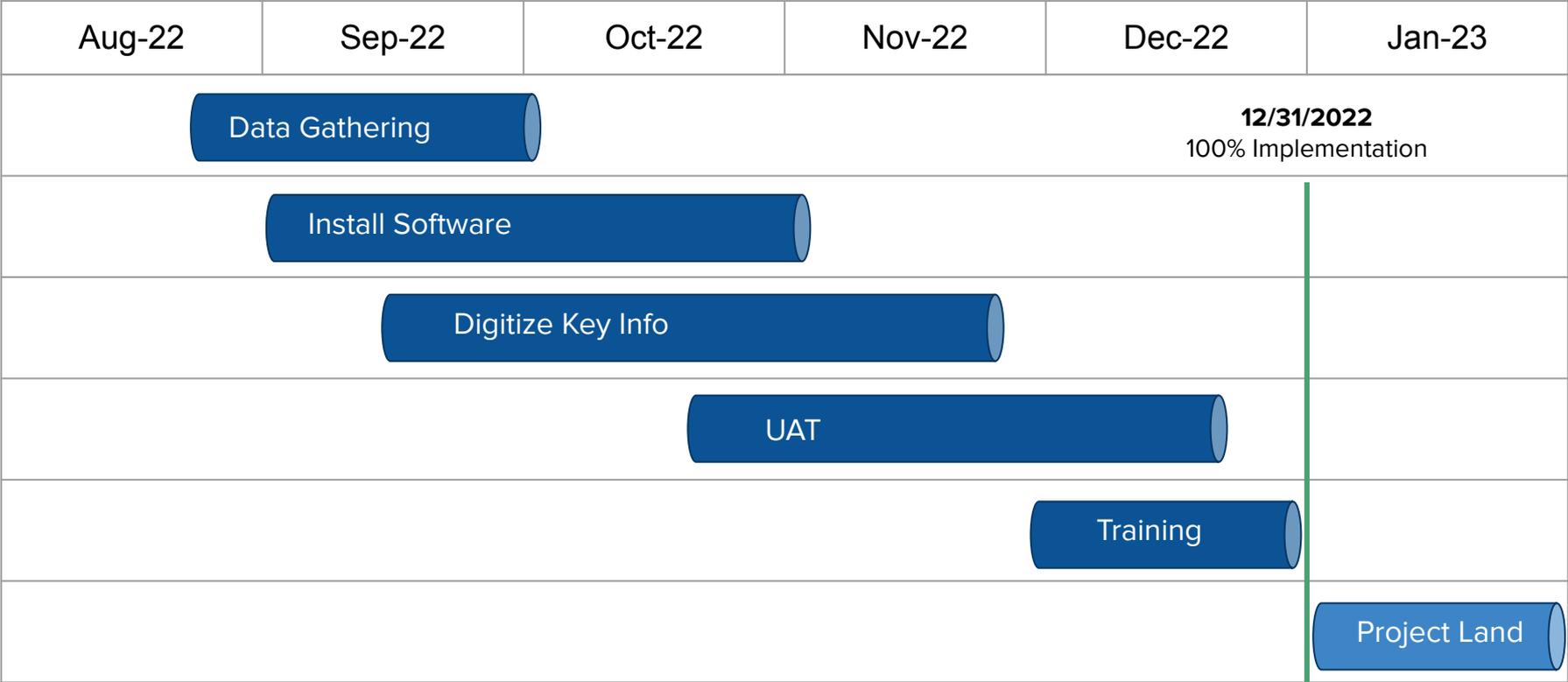
1. Project Management
2. User Acceptance Testing
3. Desktop Deployment
4. Training

Vendor

1. Digitize Floor Plans
2. Install Software
3. Implementation
4. Quality assurance
5. Hosting & Maintenance

Project Timeline

Identify timeline for Proposed Solution



Project Costs

Project Costs by Category	FY23	FY24	FY25	FY26	FY27	FY28	Total
Professional & Outside Services (Contractors)	\$1,151,732	\$0	\$0	\$0	\$0	\$0	\$1,151,732
License & Maintenance Fees	\$225,958	\$451,916	\$451,916	\$451,916	\$451,916	\$225,958	\$2,259,580
(Vendor Credit)	\$(635,956)	\$0	\$0	\$0	\$0	\$0	\$(635,956)
Total Development	\$1,151,732	\$0	\$0	\$0	\$0	\$0	\$1,151,732
Total Dev w/ Credit	\$515,776	\$0	\$0	\$0	\$0	\$0	\$515,776
Total Operational	\$225,958	\$451,916	\$451,916	\$451,916	\$451,916	\$225,958	\$2,259,580

Grand Total w/ Credit w/o Credit
\$2,775,356 vs. \$3,411,312

Overview of Solution Funding

How is the funding structured?

- Broken down to Monthly Recurring Costs
- Paid across all agencies impacted, based upon the % of voice seats the agency has in the AZNet Contract
- Paying only for voice seats they have of the shared Infrastructure on the existing AZNet III Contract
- Added to the existing Telecommunications Expense Management invoice

What Success Looks Like

Change Management

- a. Project Milestones
 - a. Data Gathering
 - b. Floor Plan Digitization
 - c. User Acceptance Testing
 - d. Training & User Documentation
 - e. Implementation

Measures of Success

- a. 800 floor plans uploaded to vendor portal by agencies, digitized and implemented to the vendor software
- b. Desktop deployment on all endpoints (39k), especially Jabber and Genesys devices (12k)
- c. Federal compliance achieved by 12/31/2022 at the latest when a 9-1-1 call is placed

Q & A Session